What is Telehealth?
Telehealth is defined as the delivery and facilitation of health and health-related services including medical care, provider and patient education, health information services, and self-care via telecommunications and digital communication technologies. The terms telehealth and telemedicine are often used interchangeably, but telehealth has evolved to encapsulate a broader array of digital healthcare activities and services.

What is Telemedicine?
Telemedicine refers to the remote diagnosis and treatment of patients by means of telecommunications technology who are geographically separated from their provider. Telemedicine visits generally consist of a video visit between the provider and a patient via a device that connects to the internet such as a computer, tablet, or smartphone. This allows for long-distance patient and clinician contact, care, advice, reminders, education, interventions, remote monitoring and admissions.

What is the “Stay Healthy, Stay Home Telehealth Toolkit”? 
A toolkit of educational videos and printable resources which are aimed at assisting professionals with implementing or expanding the use of telemedicine with home dialysis patients to limit community spread of infectious disease, maintain social distancing practices while providing access to care to patients in the home modality setting.

What’s included in the “Stay Healthy, Stay Home Telehealth Toolkit”? 
The following clickable, viewable and printable resources will assist providers in understanding the role of telemedicine, its benefits and the utilization with home dialysis patients.
Medicare Telemedicine Health Care Provider Fact Sheet

A few Key Takeaways:

- Effective for services starting March 6, 2020 and for the duration of the COVID-19 Public Health Emergency, Medicare will make payment for Medicare telehealth services furnished to patients in broader circumstances.

- These visits are considered the same as in-person visits and are paid at the same rate as regular, in-person visits.

- Starting March 6, 2020 and for the duration of the COVID-19 Public Health Emergency, Medicare will make payment for professional services furnished to beneficiaries in all areas of the country in all settings.

CMS – ESRD Provider Telehealth & Telemedicine Toolkit

Toolkit at a Glance:

CMS has expanded access to Medicare telehealth services so beneficiaries can receive a wider range of services from their doctors and practitioners without having to travel to a healthcare facility under the 1135 waiver authority, see the ESRD Provider Telehealth and Telemedicine Toolkit for additional information.
CMS – Excel List of Covered Medicare Telehealth Services and Billing Codes

For Providers:
Get information to help you integrate telehealth, get up to speed on recent COVID-19 related policies, and learn what patients will need to use telehealth.

For Patients:
Find out what telehealth is, what you’ll need, and what to expect from a visit. Patients can also check out tips on finding telehealth options.
IPRO ESRD Network Program – Telehealth for the ESRD Provider

Telehealth for ESRD Providers

COVID-19 - Support of a solution to help stop the spread of COVID-19

What has changed to make telehealth more available for use during the COVID-19 Outbreak?
Under the 1135 Waiver authority and the Coronavirus Preparedness and Response Supplemental Appropriations Act, Medicaid coverage for telehealth services was expanded with effective date of March 1, 2020. This expansion allows for the use of technology to help people who need routine care get access to providers, while limiting their exposure to potential situations that could lead to their contracting or spreading the virus. Who can provide healthcare services through telehealth?
A range of providers including doctors, nurse practitioners, physician assistants, certified nurse assistants, clinical social workers, registered dietitians, and licensed practical nurses are able to provide telehealth, as it's appropriate for the patient. Each discipline that follows this flowchart is based on their care and their organization's direction.
What is covered for reimbursement?

- Telehealth visits for patients located at their home at the time of the virtual visit.
- Coverage is provided for the care that is established.
- Use of telecommunication technologies with audio and video capabilities that allow for two-way, real-time interaction. This could include communications through telephone.

What are some specific recommendations for use of telehealth visits for patients during the COVID-19 Outbreak?
- Physician visits for home-based patients.
- Initial appointments for transplant evaluation.
- Visits with clinical center transplantation patients during the OIG Waiver of Conditions: Coverage and Payment review process to facilitate a monthly review on a patient or provider basis.

How can a provider bill for telehealth services?

- The telehealth visit should be documented in the patient's medical record as “Telehealth”.
- When using telehealth, providers should follow the CMS flowchart provided.

Remote Visit for the ESRD Provider

- Use the CMS guide to ensure that the provider is following the correct process for billing.
- Use the CMS guide to ensure that the provider is following the correct process for billing.
- Use the CMS guide to ensure that the provider is following the correct process for billing.

IPRO ESRD Network Program – Provider Checklist

Telehealth Visit Checklist for Providers

Making Telehealth Part of your Daily Practice

Why Telehealth?

- Telehealth allows the opportunity to have continuity of care without the burdens of the office and its associated costs with travel to a physical location.
- The next stage of ESRD telehealth is to expand telehealth practice to include appointments for new patients.
- The ESRD Network Program is in the process of expanding telehealth to include new patients.
- Telehealth is an important part of the network's efforts to provide comprehensive care.

How to use Telehealth effectively:

- Use the checklist to ensure that your team is providing the highest level of care to your patients.
- Use the checklist to ensure that your team is providing the highest level of care to your patients.
- Use the checklist to ensure that your team is providing the highest level of care to your patients.

Getting Started Tips for Consideration

1. Engage Patients:
- Involve patients in their care and empower them to make informed decisions about their healthcare.
- Engage patients in providing feedback to providers.
- Engage patients in the development of care plans.
- Engage patients in the development of care plans.

2. Supporting Facility Staff and Clinic Staff:
- Engage facility staff in care coordination.
- Engage clinic staff in care coordination.
- Engage clinic staff in care coordination.

3. Create a Checklist for a Successful Visit:
- Develop a plan for successful visits.
- Develop a plan for successful visits.
- Develop a plan for successful visits.

4. Prepare for Long-Term Use:
- Develop a plan for future visits.
- Develop a plan for future visits.
- Develop a plan for future visits.

5. Resources:
- Use resources to help patients understand and navigate the telehealth process.
- Use resources to help patients understand and navigate the telehealth process.
- Use resources to help patients understand and navigate the telehealth process.

When to use Telehealth:

- Telehealth is used in the following situations:
- Telehealth is used in the following situations:
- Telehealth is used in the following situations:

IPRO End-Stage Renal Disease Network of New England

1900 Whitney Avenue, 2nd Floor, Hartford, CT 06103

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V.1. 8/14/2020. Stay Healthy, Stay Home Telehealth Toolkit Provider Reference Guide
Do your patients know about home treatment options?

**HOME DIALYSIS...**

**Peritoneal Dialysis (PD)**

- **PD Benefits in Brief**
  - Not all patients are comfortable with PD.
  - It is not possible to treat patients at home.
  - Patients may be able to treat themselves.
  - Patients can work and exercise as normal.

**Home Hemodialysis (HDH)**

- **HDH Benefits in Brief**
  - Not all patients are comfortable with HDH.
  - It is not possible to treat patients at home.
  - Patients may be able to treat themselves.
  - Patients can work and exercise as normal.

**What types of support would the dialysis facility provide?**

- **At-home training is provided to patients.**
- **Home care support is provided.**
- **Lab work and evaluations performed through monthly visits at the facility.**
- **Home nurse assistance in organizing the home to accommodate dialysis treatment equipment.**

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**ESRD NCC – Four Tips for Integrating Telehealth into Nephrology Practices**

**Tips for Integrating Telehealth:**

In this telehealth tip sheet you will find practical tips for nephrology offices starting or strengthening their telehealth options during the Coronavirus 2019 (COVID-19) pandemic.

- **Tip 1:** Advise patients to contact your office if they are interested in learning more about telehealth services.
- **Tip 2:** Implement a policy that allows patients to use telehealth services.
- **Tip 3:** Provide patient education materials that explain the benefits of telehealth services.
- **Tip 4:** Ensure that telehealth services are accessible to all patients.

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V.1. 8/14/2020.Stay Healthy, Stay Home Telehealth Toolkit Provider Reference Guide
The Playbook is designed for care teams and administrators in medical practices of all sizes and areas of specialty.

New technologies are fundamentally changing the way people interact with health care. Successful implementation of digital health technology will be imperative for improving patient outcomes and ensuring financial stability for health care practices.

Remote patient monitoring (RPM) is a digital health solution that captures and records patient physiologic data outside of a traditional health care environment.

Learn about these Medicare telehealth services topics:

- Originating sites
- Distant site practitioners
- Telehealth services
- Telehealth services billing and payment
- Telehealth originating sites billing and payment
- Resources
- Helpful websites and Regional Office Rural Health Coordinators

Medicare pays for specific (Part B) physician or practitioner services furnished through a telecommunications system. Telehealth services substitute for an in-person encounter.
Provider Webinar – CMS-Medicare Learning Network (MLN): Medicare Coverage and Payment of Virtual Services

This video will provide you with answers to common questions about the expanded Medicare telehealth services benefit under the 1135 waiver authority and Coronavirus Preparedness and Response Supplemental Appropriations Act.

Provider Webinar – ESRD NCC Quickinar: Operationalizing Telehealth at the Nephrology Practice

Presenter:
David Arrieta, MBA

Presentation Objectives:
Discussion of telehealth from an administrative standpoint.

Shared information on process planning and telehealth workflows.
How Do I Use These Resources?

Review all of the Stay Healthy, Stay Home Telehealth Resources in this toolkit and familiarize yourself with the various telemedicine resources on the implementation, utilization and/or expansion of telehealth with home patients at your practice.

1. Engage patients in their care by educating them about the benefits of telemedicine and home treatment options that will empower them to be involved in the decision-making process about their health.

2. Print and share patient telemedicine and home modality toolkit resources with patients and/or family member/caregivers.

3. Answer questions that are within your scope but do not give medical advice to patients. Always refer him or her to their physician for questions and/or further evaluation for home dialysis or telemedicine utilization.

If I need assistance with the Stay Healthy, Stay Home Telehealth Toolkit, who do I contact?

Contact your ESRD Network for additional information and resources.

**IPRO End-Stage Renal Disease Network of New England**
1952 Whitney Avenue, 2nd Floor, Hamden, CT 06517
Patient Toll-Free: 866-286-3773
Main: 203-387-9332
Fax: 203-389-9902
Email: esrdnetwork1@ipro.us
Web: network1.esrd.ipro.org